



# IN UNIFIED COMMUNICATIONS (INUC XCX) PLATFORM

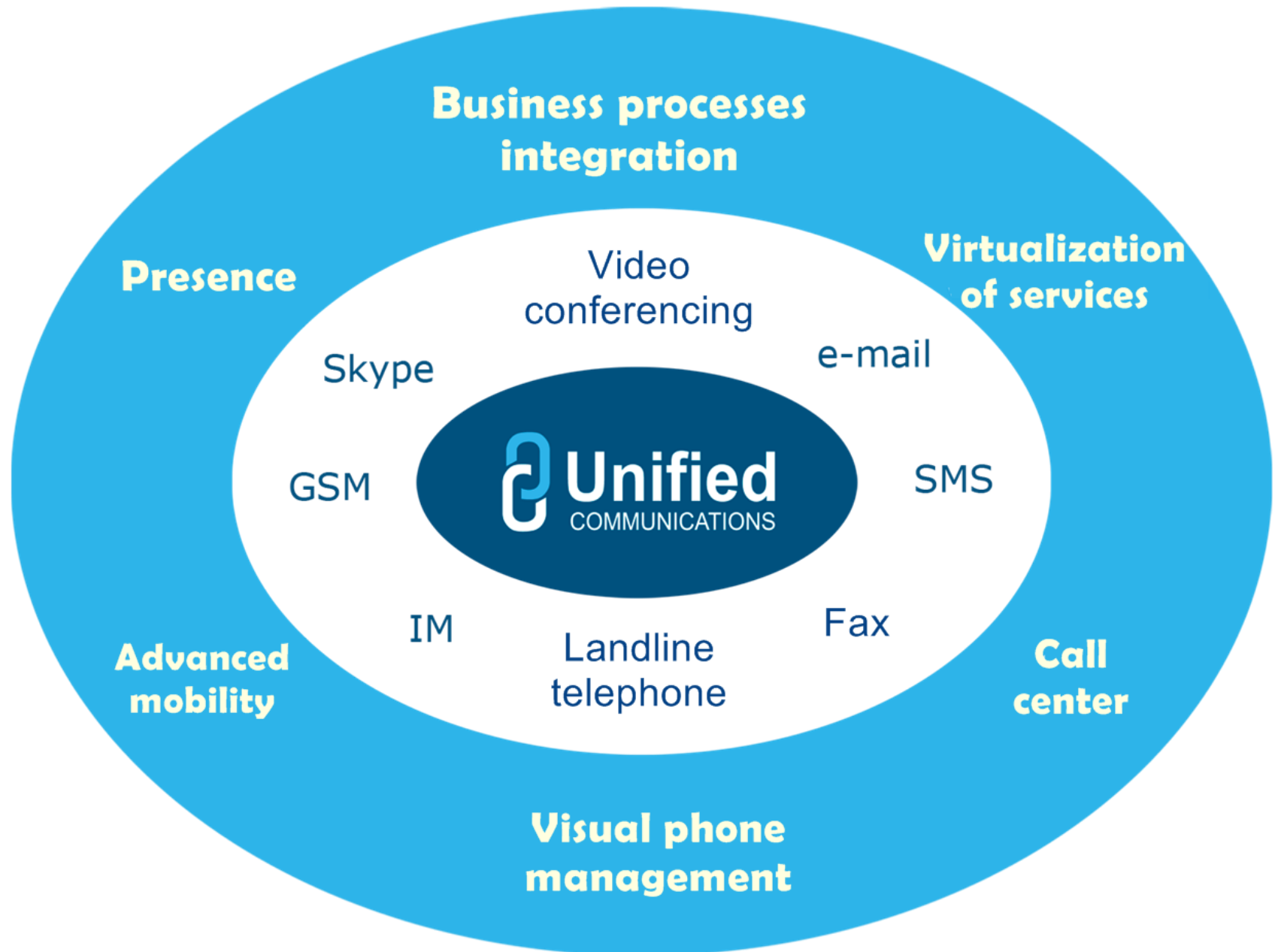
DIGITAL PHONE IP PBX SYSTEM

UNIFIED COMMUNICATION SOLUTION

VIDEO COLLABORATION SOLUTION



# INUC – COMPONENT INUC PLATFORMS

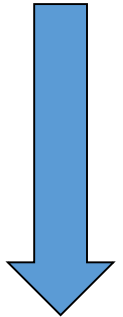


# EVOLUTION OF TELEPHONE SWITCHBOARDS

- Classic analog and digital proprietary phone switchboard
- Switchboard acquire VoIP and some advanced features
- Switchboard is transmitted in the software domain
- Rapid function growth and acquisition of new roles
- UC systems (UC & C)



1990 g.

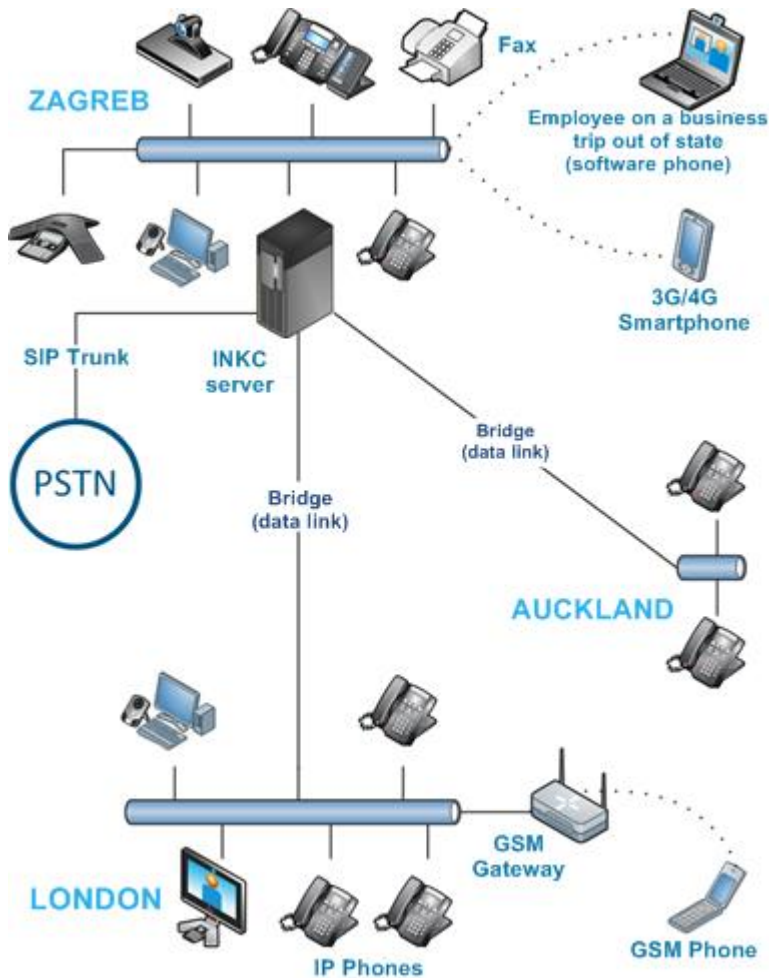


 **Unified**  
COMMUNICATIONS

2011 g.

# INUC – INUC PLATFORM TOPOLOGY

## Modern Unified Communication (UC) solution:



- Up to 10.000 employees and a few hundred offices
- Open standards (SIP)
- Dedicated server is not necessary
- Accessible to IT staff
- Virtualization with VMware and Hyper-V
- Cloud hosting ready

# INUCP – SUPPORTED DEVICES

Analog phones converted to SIP



Standard VoIP/SIP phones



SIP video conference systems



Windows PC phone

## Desktop devices



CATiq phone (DECT successor)



Specialized WiFi SIP phones

## Mobile devices

Apple Phone (iPhone – WiFi, 3G)

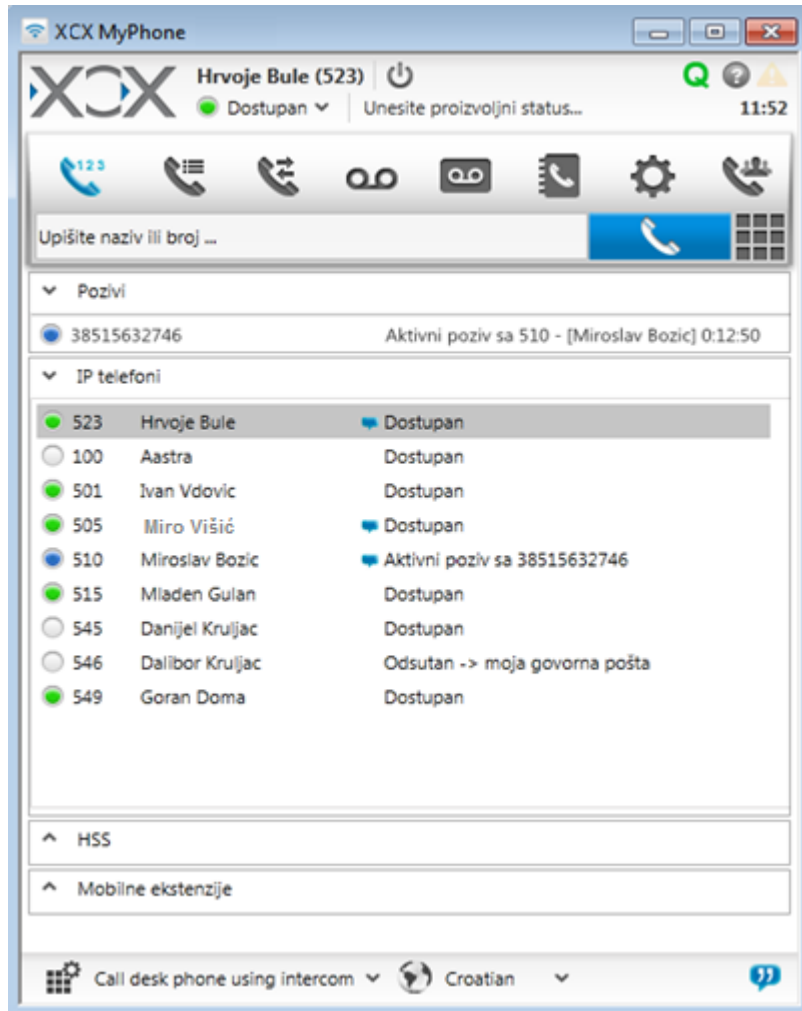


Android Phone (Android – WiFi, 3G, 4G)



# INUC UC DESKTOP CLIENT

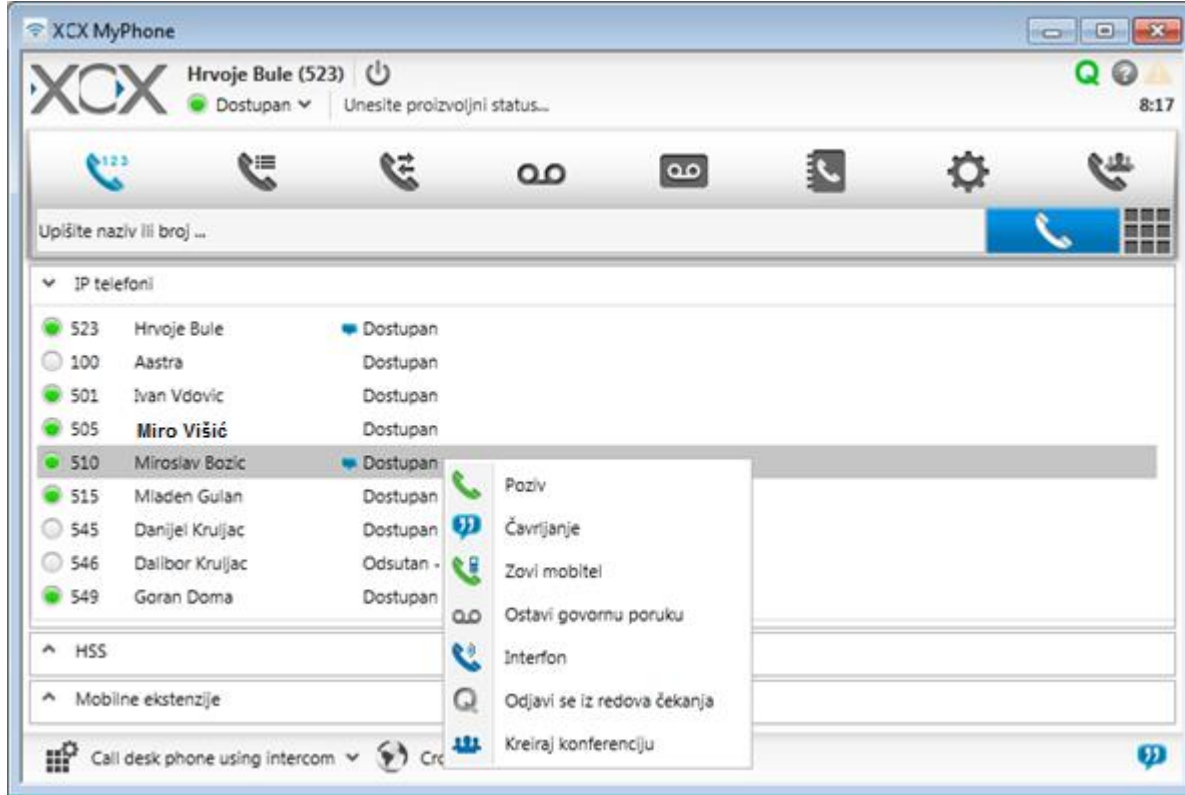
## INUC MyPhone



- UC client – UC system user control panel (not software phone)
- Visual correspondence management
- Bridge between various communication tools and devices
- UC clients for Android, iPhone and Windows 8 Phone in standby



# INUC MyPhone (presence, IM, click to dial...)



- Insight into the presence and status of other people in the system
- Visual communication overview
- Making a call (and other options) just by clicking the mouse
- Chat (IM)

# INUC MyPhone (call history)

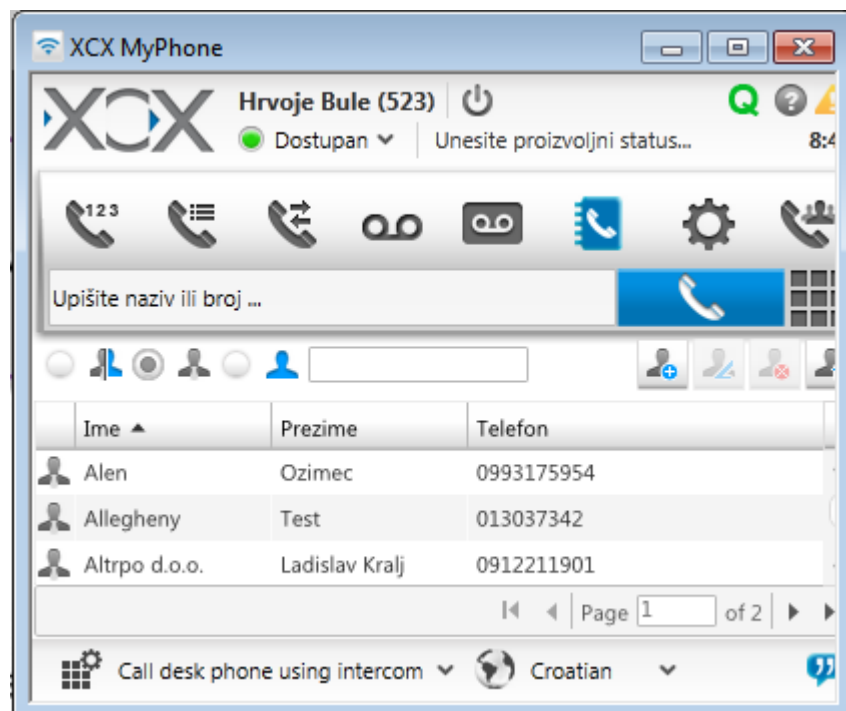
- Complete call records with details
- Call filtering (missed, incoming, outgoing, all)
- Simple call-back

The screenshot displays the XCX MyPhone application interface. At the top, it shows the user's name 'Hrvoje Bule (523)' and status 'Dostupan'. Below this is a toolbar with various call-related icons. A search bar prompts the user to 'Upišite naziv ili broj ...'. Below the search bar is a row of colored circles representing different call types. The main section is a table with call history entries. A context menu is open over the last entry, showing options to 'Nazovi broj', 'Uredi broj', and 'Dodaj u telefonski imenik'. The bottom of the interface includes a status bar with 'Call desk phone using intercom' and a language selector set to 'Croatian'.

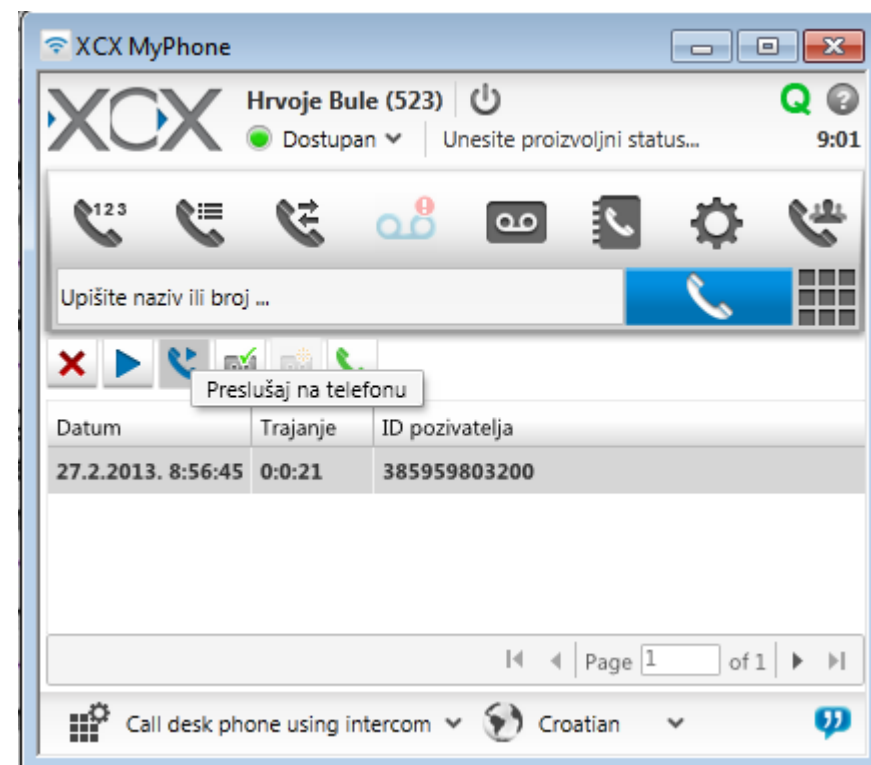
Ime	Broj	Datum/Vrijeme	Trajanje
Miro Višić	505	27.2.2013. 8:31:51	00:00:16
Mobitel, Hrvoje	385959803200	27.2.2013. 8:30:40	00:00:22
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# INUC MyPhone (address book, voicemail)



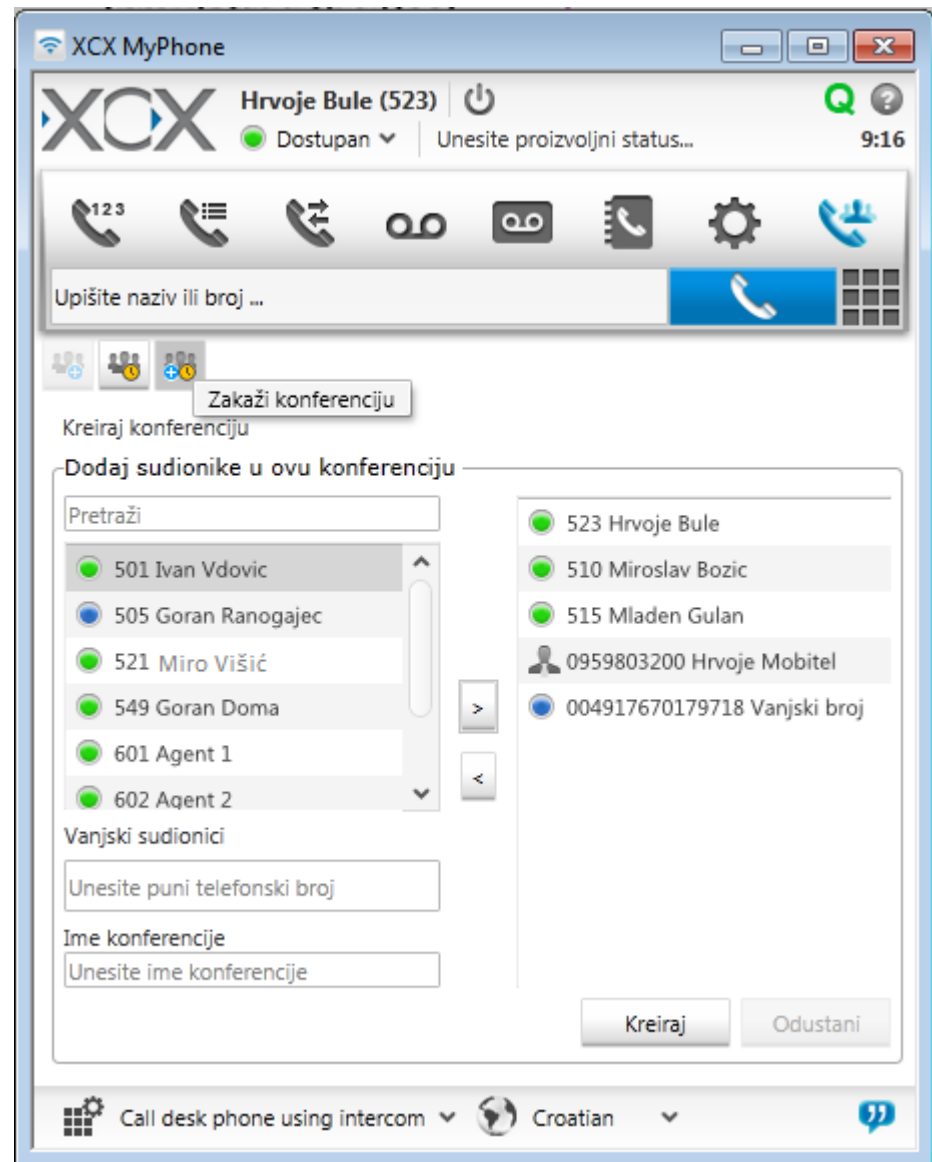
- Private address book
- Company's address book
- Contact list import feature



- Voicemail overview
- Listening voicemails over the computer or the phone

# INUC MyPhone (conferences)

- Establishing a conference call with a click on the mouse
- Adding local participants to the conference call
- Adding other participants to the conference call
- Schedule Conference



# INUC MyPhone (personal settings)

The screenshot shows the 'XCX MyPhone' application window. At the top, it displays the user's name 'Hrvoje Bule (523)' and status 'Dostupan'. Below this is a toolbar with various call-related icons. The main content area is titled 'Pravila prosljeđivanja' (Call Forwarding Rules). It features tabs for 'Detalji ekstenzije', 'Pravila prosljeđivanja', and 'Svojstva'. Under 'Pravila prosljeđivanja', there are sub-tabs for 'Dostupan', 'Odsutan', 'Izvan ureda', 'Available 2', 'Out of Office 2', and 'Iznimke'. The 'Dostupan' tab is selected, showing settings for when the user is available. The settings include a time delay of 20 seconds before forwarding. The forwarding options are: 'Šalji poziv na moju govornu poštu' (selected), 'Šalji poziv na moj mobilni telefon', 'Šalji poziv na', 'Vanjski broj ili Skype ID', 'Rebound™ (Offer option to confirm to accept)', and 'Odspoji - Šalji zauzeto'. There is also a checkbox for 'Različito ponašanje za interne pozive'. At the bottom, there are buttons for 'U redu', 'Odustani', and 'Primijeni'.

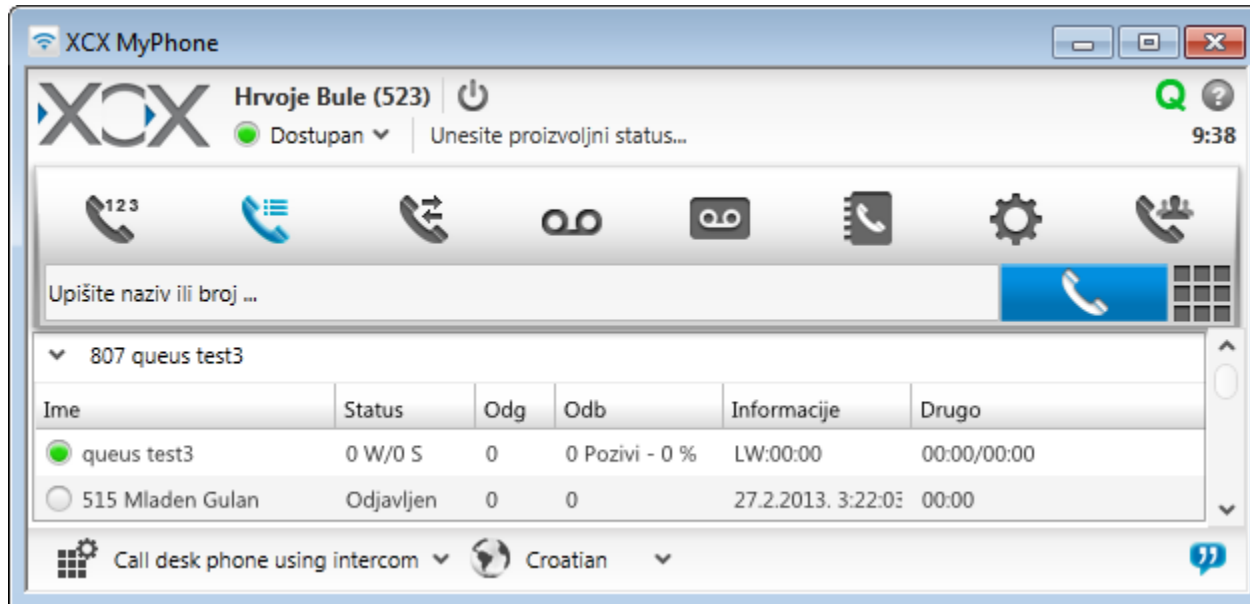
- Redirecting call rules
- Redirecting calls by status
- Other options

# INUC CONTACT(CALL) CENTER

- Agent status and Queues
- Advanced queues options
- Agent function and detailed reporting
- Call-back option
- (Listen in, listen & whisper, barge in, wrap up)



## MyPhone support for queues



Basic support for  
queues even without  
the Call Center  
(Standard package)

# INUC – other features and integration components

- HD sound
- IVR, Intercom
- Call recording
- CDR, reports
- Fax server (fax to e-mail (PDF format))



## Integration with MS Outlook and CRM systems

### MS Outlook

- Integration enables calling directly from the MS Outlook.
- Detailed contact overview if it's in the Outlook database.



### CRM sustavi

- Support for leading CRM systems.
- API for integration with other CRM systems – Info Novitas Infinity CRM



# INUC – List of system features - 1

Features	Support
UC client for PC	Standard
Lresence list with click to dial	Standard
Instant messaging	Standard
Personal address book for each employee	Standard
Shared address book	Standard
Call history (filter, search)	Standard
Audio conference	Standard
Voicemail overview	Standard
Single call recording (UC klijent)	Standard
Call recording on server level / video-call recording	Standard
Localization into Your language	Standard
Mobile UC clients for Android, iPhone	Standard
Encription TLS / SRTP	Standard
Integration with Microsoft Outlook	Standard

# INUC - List of system features - 2

Features	Support
Integration with Microsoft Exchange address book / LDAP support	In professional version
Integration with CRM systems	In professional version
Advanced CDR with the reporting system	Standard
Integrated advanced inbound and outbound Call Center	In professional version
Multiple simultaneous device / software per user	Standard
Multipoint video conferences (voice switched, PTZ)	Standard
Sharing presentations / office applications / co-browsing	Standard
E-learning, telemedicine, remote assistance	Standard
Whiteboard	Standard
File transfer, group chat, notes	Standard
Clientless UC/video/web conferencing (WebRTC)	Standard
Maximum number of extensions	cca 10.000
Clustering more INUC systems	In professional version

# INUC - WebMeeting Server 1

- Platform designed for professional video communication; data, files and application sharing over IP network



- Wide range of application: business meetings, presentations, shared/remote collaboration, webinars, interactive support, e-learning.



# INUC - WebMeeting Server 2

Complete framework for e-learning:

- Distance learning without limit for participants
- Presence records, tests, trivia, interactive blackboard, document sharing, lecture recording
- SDK available / integration



Telemedicine and teleconsultation solutions :



- Medical teleconsultations and second opinion
- House care for patients
- Document sharing in DICOM format
- Distance device control

# INUC WebMeeting – Features 1

## Features

HD multipoint video (Multiwindowed video panel. Flexible participant overview)

Voice Switched Video (automatic focus on participant who talks at the moment)

PTZ camera remote control

Dual screen support (video on one screen, collaboration on other). Device sharing (secondary video input)

Presentation and office application sharing; co-browsing

Whiteboard

Remote assistance



# INUC WebMeeting – Features 2

## Features

HD Audio multi-codec with echo cancellation

Phone access with INUC VoIP or third party SIP IP-PBX

DICOM viewer (for medical documents in DICOM standard)

File transfer

Group chat (private and public)

Notes

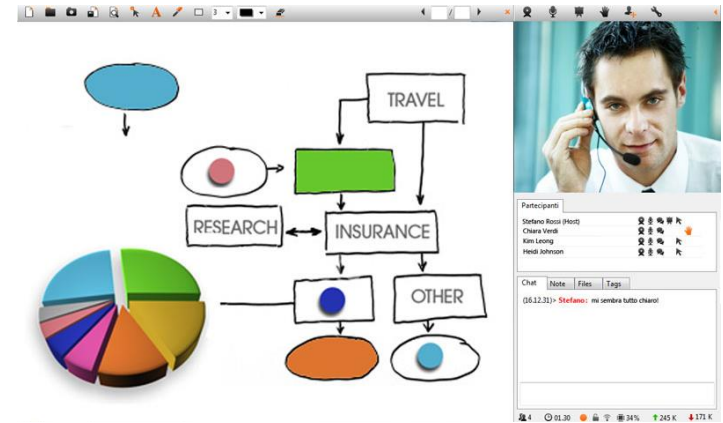
"Hand raise", "OK", "Yes", "No" –management meetings for larger groups

Recording of video-conference sessions and subsequent processing

Communication encryption

MS outlook integration (address book and calendar)

Third party application integration over API



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## **SVC (Scalable Video Coding)**

- No transcoding and associated inherent latency
- Excellent performance also on low-bandwidth connections
- The quality is controlled automatically depending on the available bandwidth
- For 720p quality 1 Mbit on endpoint is required
- For 1080p quality 2-3Mbit on endpoint is required

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## **Scalability**

- Depends mostly on server strenght
- Current official maximum – cca 100 simultaneous HD participants for high-end server

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## **Platform / virtualizacija**

- Microsoft platform (Windows Server 2008, 2012)
- Virtualization with Hyper-V or VMware

# INUC WebMeeting – integration / licensing

## **Comes as separate INUC WebMeeting server**

- Tight integration with INUC system at all levels (including the client level)
- Possible integration with 3rd party IP-PBX solutions via SIP.
- Additional API for integration with the third party software

## **Three types of client / integration**

- Integral INUC UC/WebMeeting client (pure INUC infrastructure).  
For Windows/iPhone/Android
- Independent INUC WebMeeting client (hybrid infrastructure with 3rd party SIP IP-PBX).  
For Windows/iPhone/Android
- INUC WebRTC – clientless (for pure hybrid INUC infrastructure).
- Web RTC currently for Chrome, Firefox, Opera

## **Standard INUC licence model**

- Software only
- Unlimited number of users
- Licensing by simultaneous sessions
- Additional License for teleconsulting module

# INUC WebMeeting – Endpoints 1

## Desktop endpoints – USB web cameras



- Logitech Webcam C930e (1080p, microphone)

## Audio / Video endpoints for conference rooms USB audio/video kits.



- Polycom CX5100 Unified Conference Station (1080p, panoramic camera, speakers and microphone)
- Polycom CX5500 Unified Conference Station (1080p, panoramic camera, speakers and microphone, SIP client)
- Logitech ConferenceCam CC3300e (1080p, PTZ 10x zoom, speakers and microphone)

## INUC WebMeeting – End points 2

### Video endpoints for conference rooms. Professional USB video cameras.

- VDO360 (1080p, PTZ 12x zoom)
- Vaddio ClearVIEW HD-USB (1080p, PTZ 18x zoom)

### Audio endpoints that come with cameras. USB speaker/microphone kits

- Konftel 55 (speakers, microphone) – for web cameras or small conference rooms
- Konftel 55W (speakers, microphone, additional microphone available) – for small/medium conference rooms
- Konftel 300 M/W (speakers, microphone, additional microphone available) – for large conference rooms





# LONGTERM ROLE OF INUC UC PLATFORM

- Info Novitas contact center UC platform is not competition to revolutionary communication technologies, it is their framework, because its focus aren't individuals but organizations .
- INUCP prepares organizations for new era of telecommunications.
- INUC UC platform is not limited to standard telecom providers.



- The future of the INUC platform – unique personal identifier for all modes of communication (telephone, e-mail, chat, fax, video, etc.).



## 3. Indirect savings and gains

- Higher quality of service and customer support
- Increase in the staff availability
- Faster decision making
- Reduced pressure on employees
- Better cooperation with dispersed teams
- Streamlined business processes
- Reducing the number of missed business opportunities

## 2. Direct financial savings, but difficult to measure

- Savings on mobile telecom services
- Travel costs savings (video-conferencing)
- Minimization of costs on expansion or modification of the system

## 1. Direct and precise measurable financial savings

- Savings on telecom costs for landlines and mobile phones
- Savings of up to 80% on international calls

## Cost reduction towards providers of landline telephones services

Savings category	Savings in %
Lower monthly rates per unit (SIP technology)	Up to 50
Lower total monthly fees if the organization operates on multiple locations (the effect of consolidation)	Up to 70
Lower tariffs for landline network (SIP technology)	20 – 40
Free communication between all branches	100
No rental cost for equipment (versus centrex system)	100
Savings on mobile network costs by using GSM gateway	70 – 80
Savings on international calls using international operators	50 – 90

**40 – 70% reduced costs**

## Cost reduction towards providers of mobile telephone services

Savings category	Savings in %
The possibility of free calling fixed extension with a GSM device from company's VPN network	Difficult to measure
Lower costs for abroad calls from smartphones (Wi-fi, 3G)	0 - 90
No roaming charges when connected to Wi-Fi hotspots (hotels, airports, cafes - any place with Internet access)	0 - 100
Channeling part of the office GSM traffic to landlines due to greater convenience	Difficult to measure

**0 – 40% reduced costs**

- Savings depend on the cost structure and the habits and preferences of users
- Possibility of using international geographic numbers (DDI numbers)

### Reduction of travel expenses and lost time

- Video conference saves time and money
- INKK standardly supports video between two persons
- Easy integration with any SIP solution for video conference

### The minimization of costs for system expansion and modification

- Flexibility of infrastructure - not physically attached to the location
- Support for 5000 people (basic configuration). Licence is updated only if necessary
- SIP standard, a wide range of available equipment on the market

- Increased staff availability to the outside world resulting in more satisfied customers
  - Call forwarding depending on the status, working hours or caller ID
- Larger internal availability, faster and better coordination of business processes
  - Contextual presence, IM, click to dial, computer address books
- Better cooperation of dispersed teams and the general effect of bonding that grows with the size of the organization
  - Video, IM and other collaboration technologies enable remote teams the prerequisites for cooperation as a unique team
  - In large and dispersed organizations the effect of presence list and collaboration tools is even greater

- More efficient business processes are a result of faster decision making and reduced human latency
  - Flow of documents and timely communication with key persons will be achieved by Integration of various communication technologies and collaboration tools
  - Integration with other business applications
- Unconditional mobility of employees
  - Phone line and other tools accompany employees in another office, in the conference room, at home, on the road ...
  - Full co-operation regardless of location and device



**Info Novitas**  
business excellence 

A person's hand, wearing a blue shirt, holds a blue rectangular sign with the text 'Contact Us' in white. The background is a blurred blue sky.

**Contact Us**

Thank You for Your attention!

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